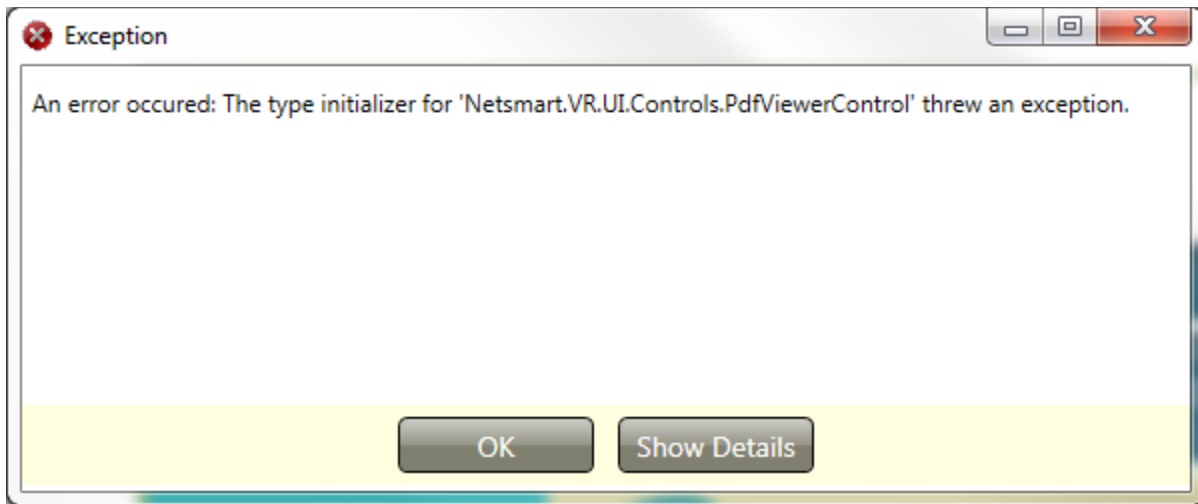


Nebraska Vital Records Electronic Registration System-Browser Application (VRERS-BA) LOGIN ERRORS

Logging in with browsers other than Internet Explorer (32 Bit).

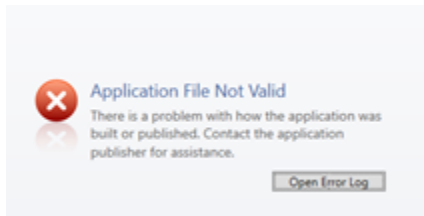
Internet Explorer (64-bit)

When the 64-bit version of Internet Explorer is used this error will display.



Edge

Will infinitely loop trying to download the file and open or display "Application File Not Valid"" message.

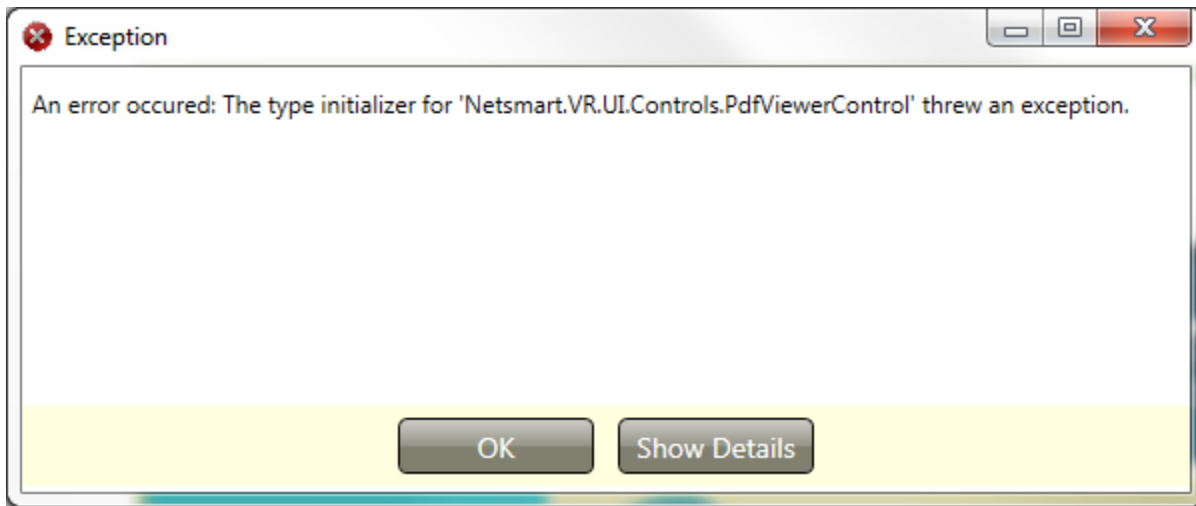


Edge left, Internet Explorer right.




64-bit operating system

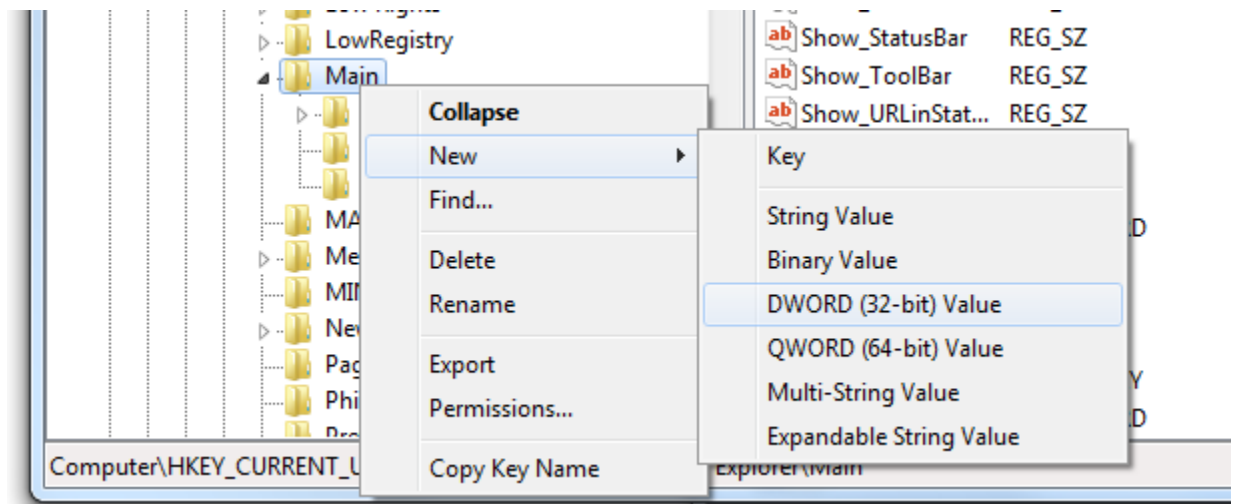
Sometimes if you are using a 64-bit operating system the same error will display.



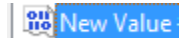
To work around this issue, change the value of the **TabProcGrowth** registry entry to an integer number that is greater than 0. To do this, follow these steps:

1. On the lower left edge of the screen, select **Start**  and then **Search Programs and Files**.
2. In the search box, type regedit.
3. Click on the displayed **Regedit** icon. Locate and then select the following registry entry: HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\TabProcGrowth
4. Change the value of the registry entry from 0 to 1.
5. If TabProcGrowth is not listed, then it will need to be added.

6. Right click on the Main folder and select New→DWORD (32-bit) Value

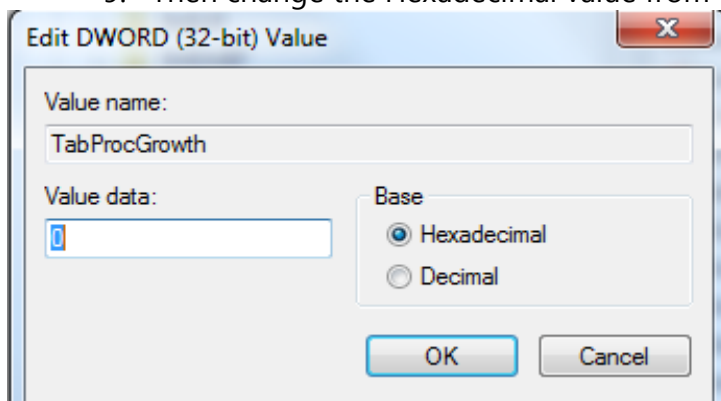


7. Rename the name from New Value to TabProcGrowth



8. Then right click on TabProcGrowth and select Modify

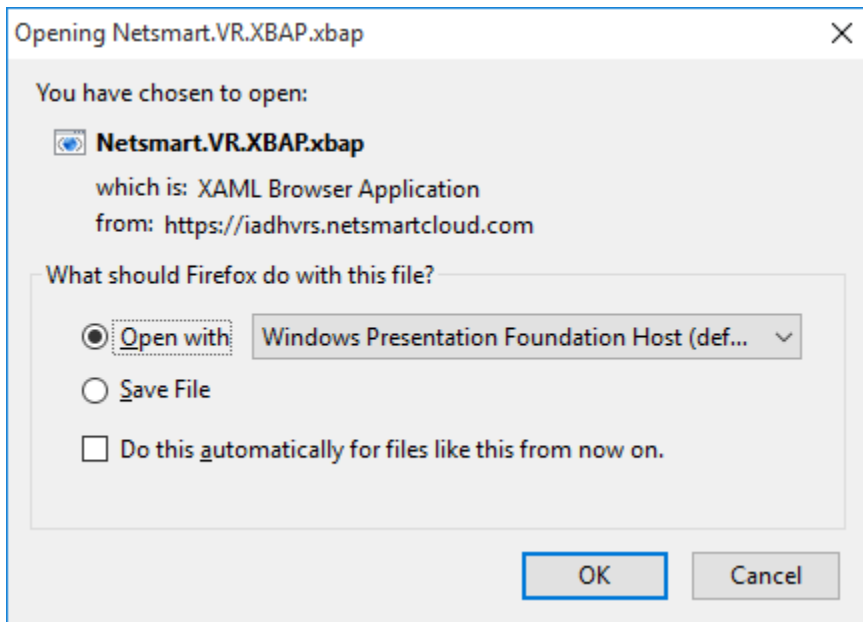
9. Then change the Hexadecimal value from 0 to 1 and select OK.



10. Re-boot or re-start the PC and try logging in again.

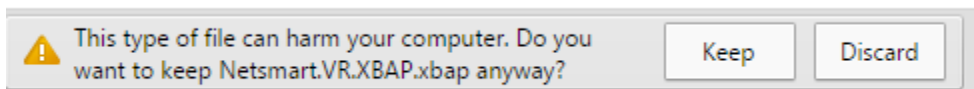
Firefox

Will display a message asking to open or save file. If opened a loop will initiate or error message displayed and continually open tabs.



Chrome

Will display a message that the file may harm the computer or initiate loop and continuously open tabs.



FIX:

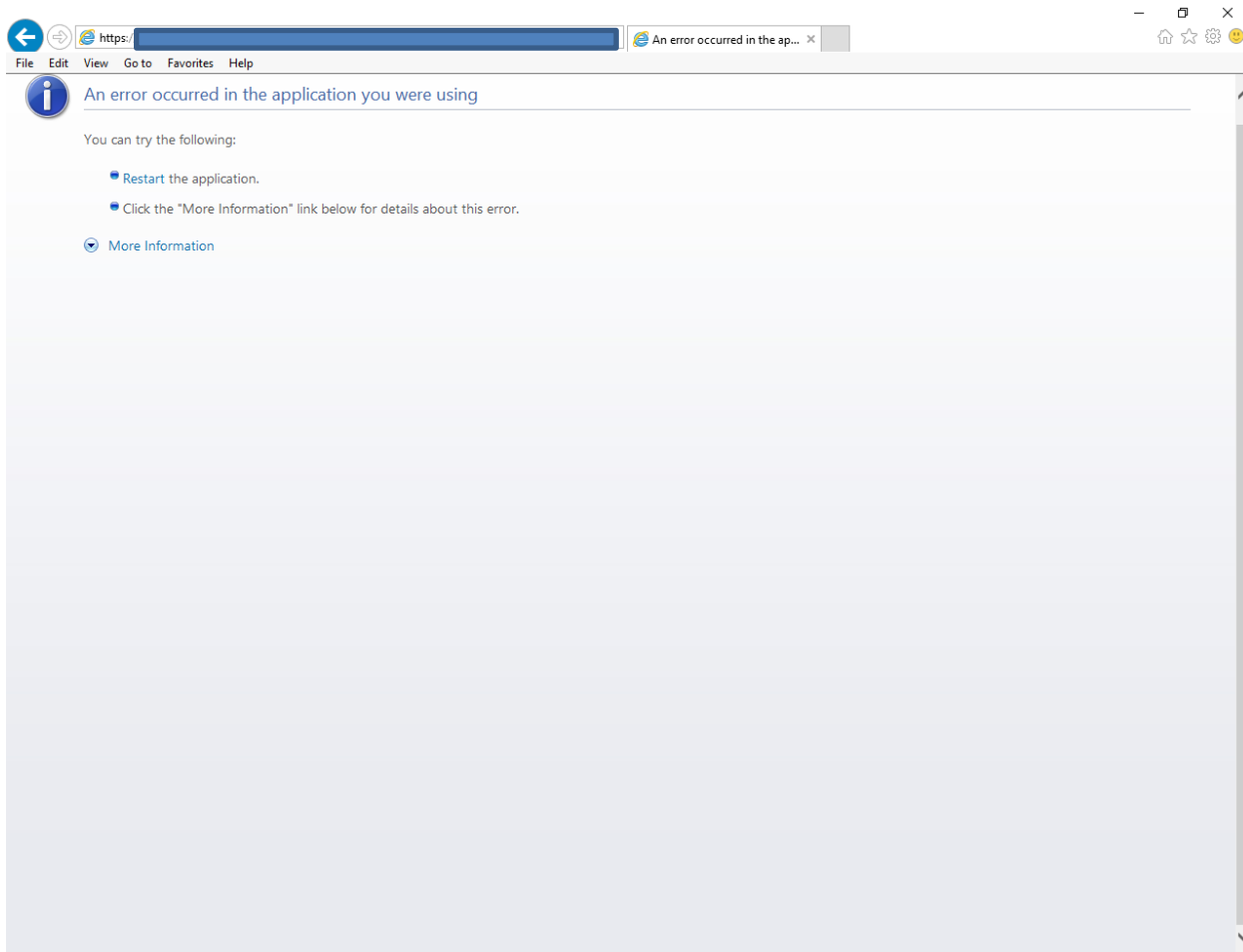
Use Internet Explorer. (32-Bit is just called Internet Explorer)

Logging in without site in Trusted Sites

An error occurred in application you were using. Logging in without website in trusted list, or file being re-named.

Error Log

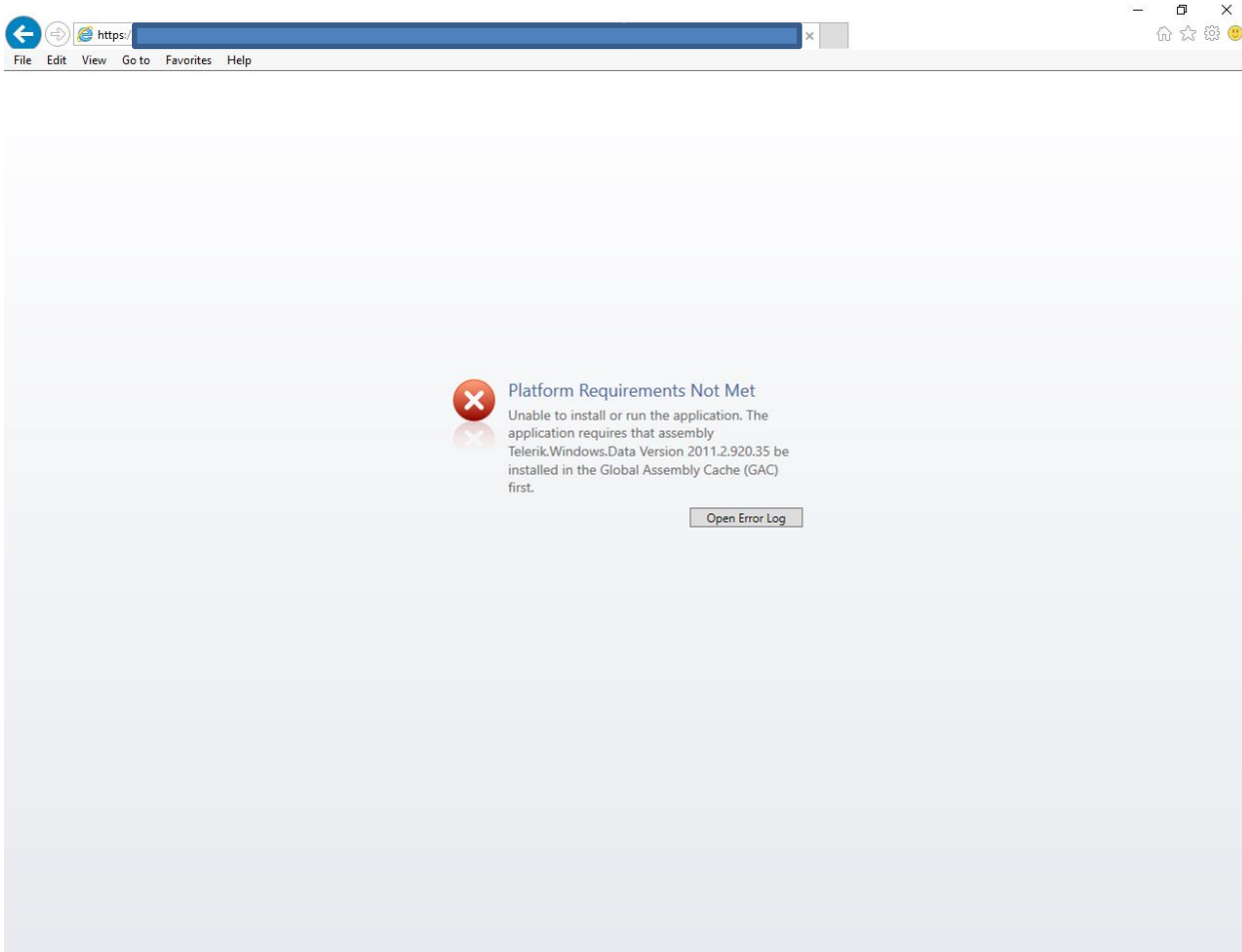
1. "This Application type has been disabled" (not in trusted sites)
2. "Download of the Specified resource has failed" (file being renamed)



FIX:

1. Add the website to trusted sites through the Security tab of Internet Options in Internet Explorer. Refer to the installation instructions.
2. Check system settings on downloads. Run anti-virus scan Malwarebytes found to work.

Logging in without prerequisite applications installed.

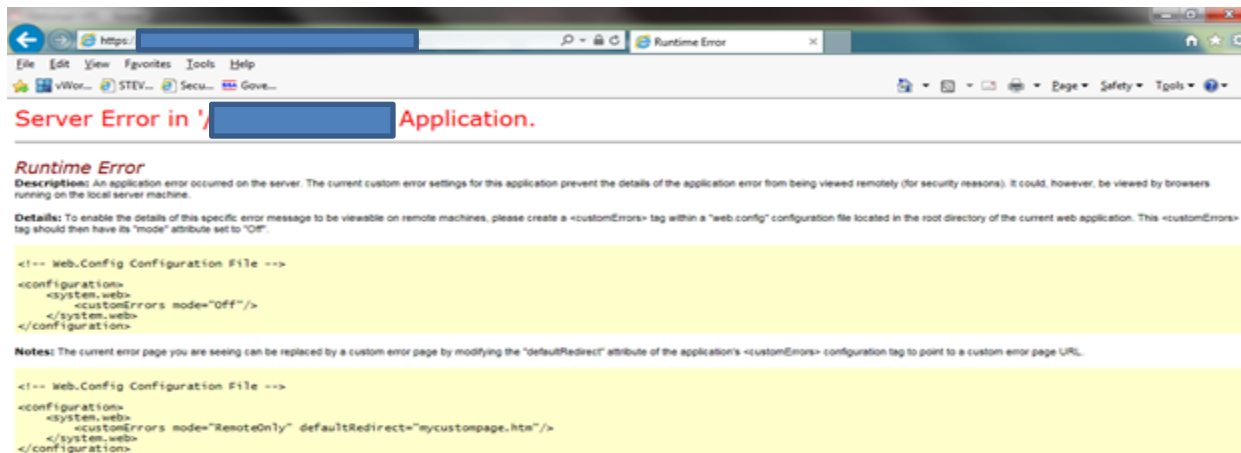


FIX:

1. Run the Netsmart VR BA Prerequisites Setup Wizard from the View Application Prerequisites Button on login page. See installation instructions.

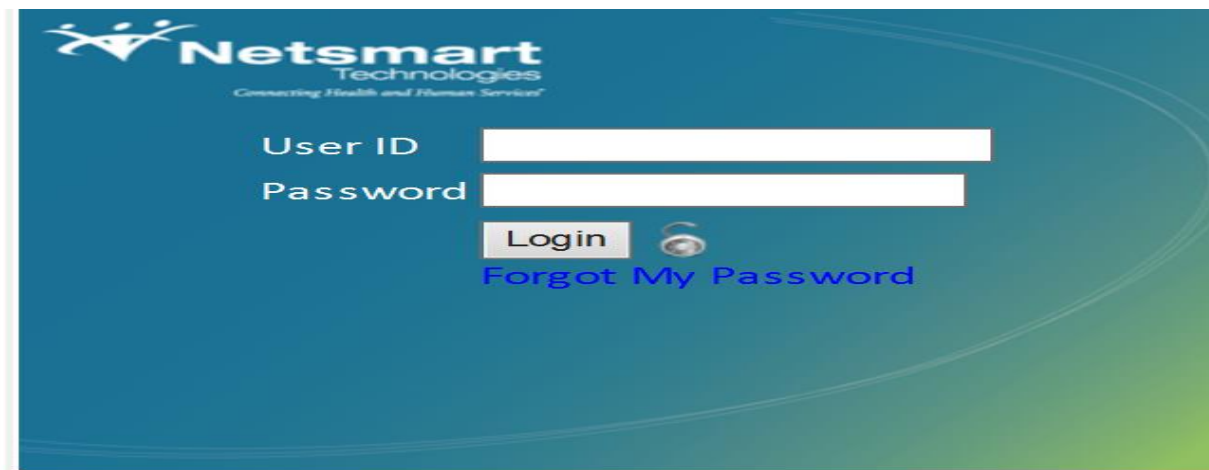
Improper Bookmark.

If added to favorites using Internet Explorer's built-in favorites menu the favorite may get added with cookie information tagged onto the end of the URL. This will allow the website to launch but not login correctly and an error will display. On rare occasions the user is not putting their ID in correctly and this error displays when too many characters are present in the ID field.



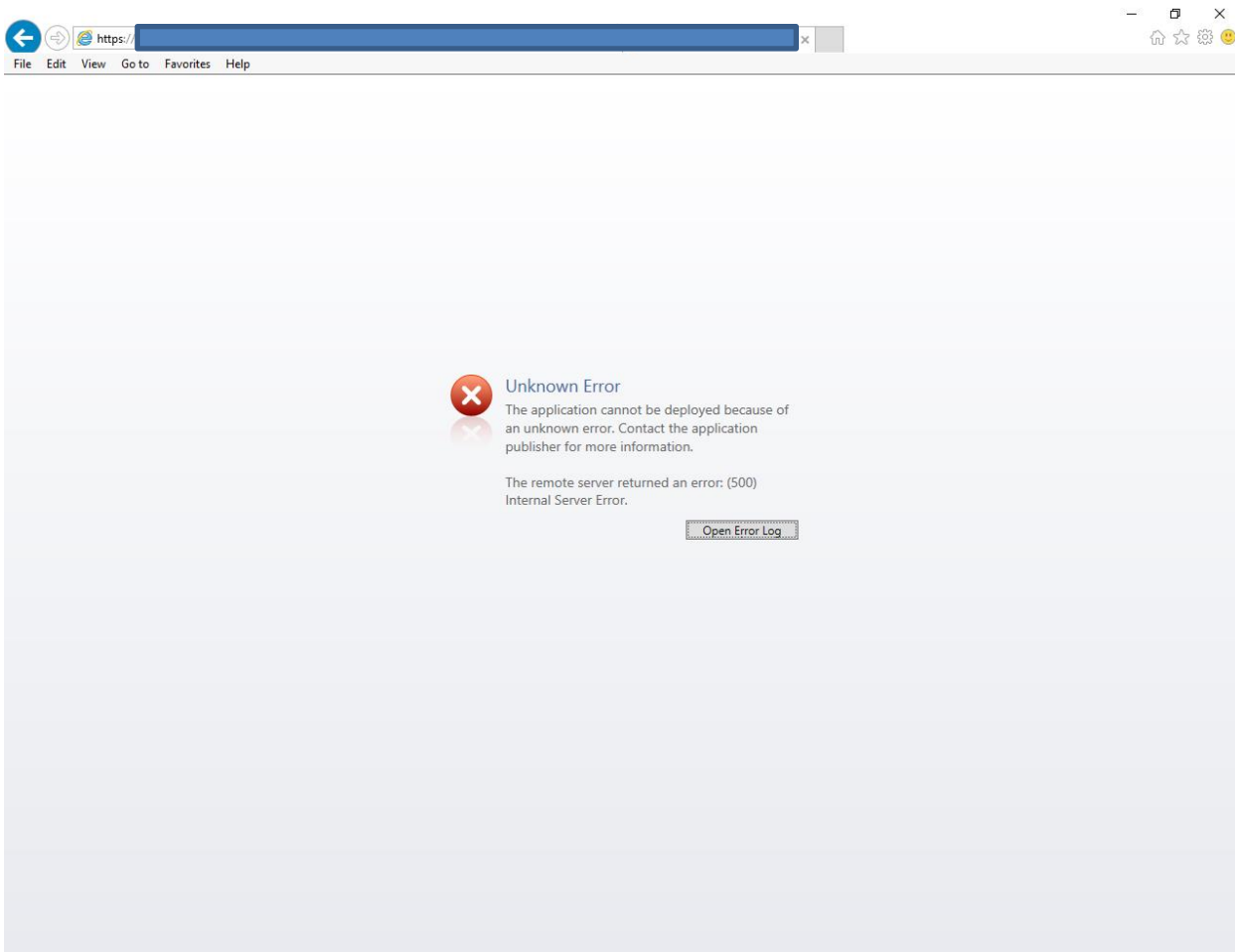
FIX:

1. Bookmark Vital Records from the login page. Refer to installation instructions.



2. Check User ID being used.

Communication error.

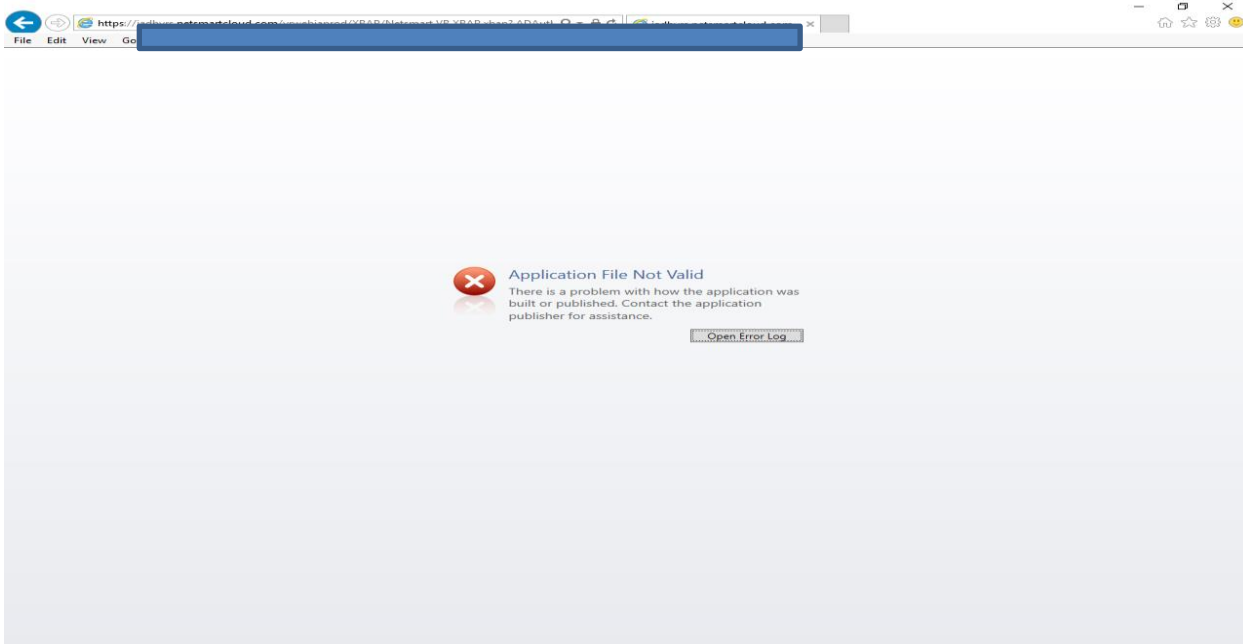


FIX:

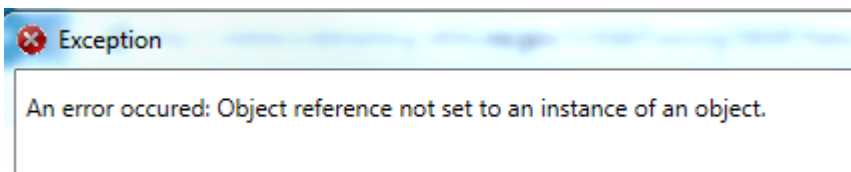
Simple refresh usually works. May need multiple attempts

Download of the application failed or current version needs re-downloaded.

In some instances network settings handling certificates may be blocking the download. VRERS-BA is stored in temporary files and after system changes or updates in VRERS-BA itself, these files may become corrupted or unusable. Re-download of the files be needed. In some occasions system settings may be blocking the download. In rare occasions Java may not be present on the computer.



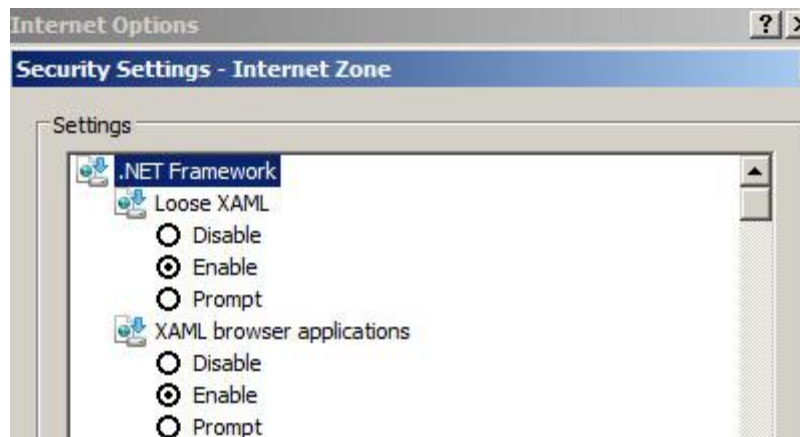
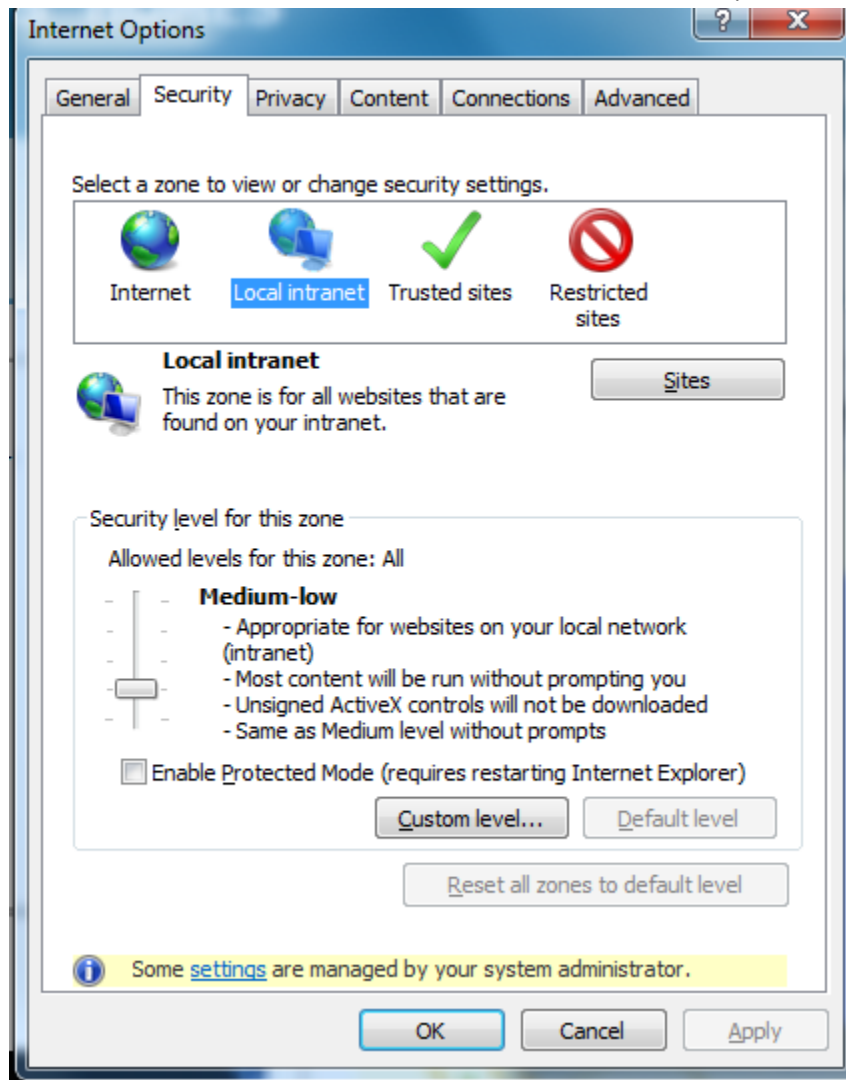
Or



FIX:

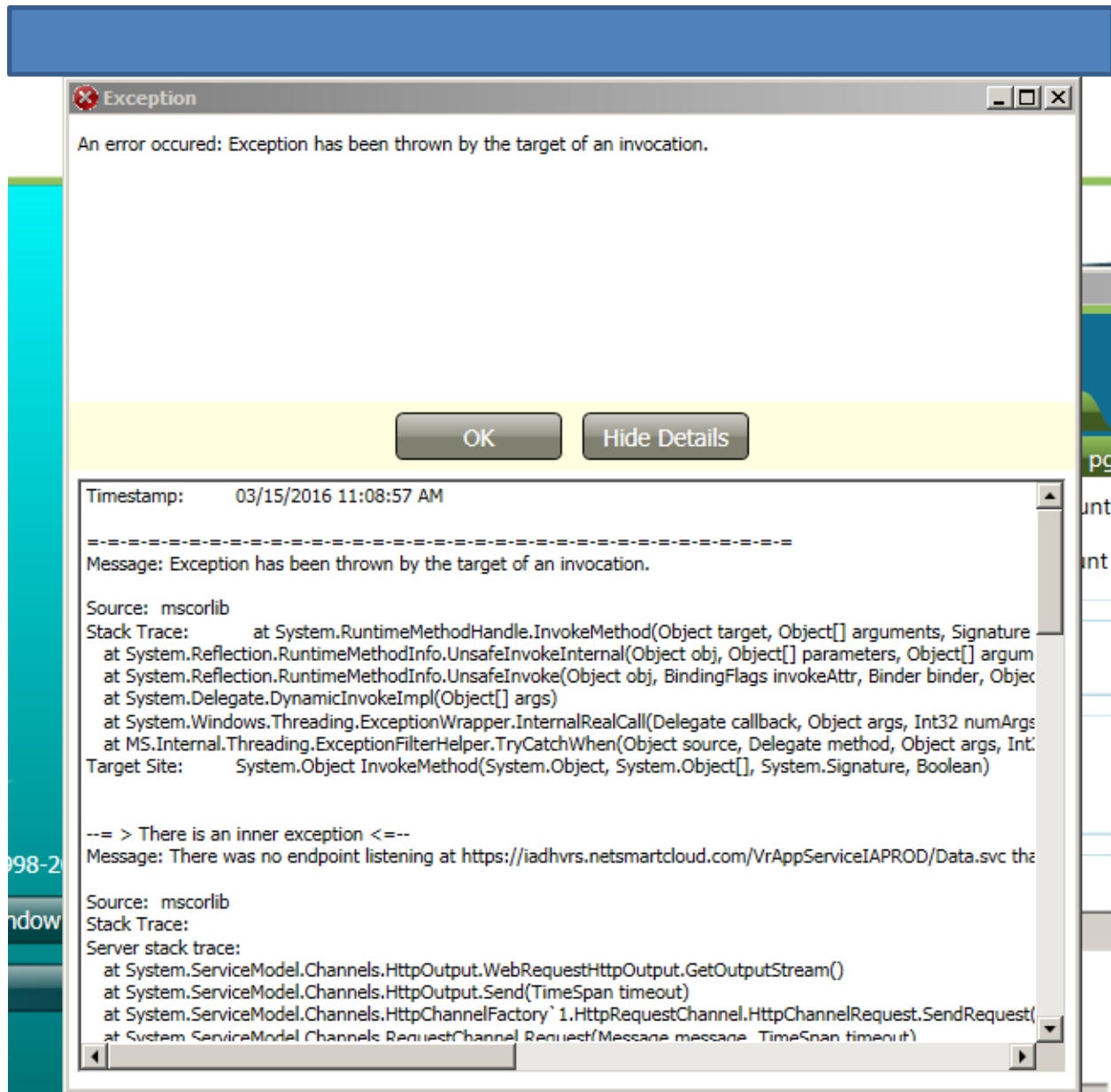
1. Clear out the application cache by running Netsmart Multisite Refresh. If you haven't installed it, please refer to the installation instructions.
2. Check advanced setting of Internet Options especially with how signatures are handled and saving encrypted files to disk.
3. Install Java.
4. Install .NET framework 4.5 or higher. The latest version will work which is currently 4.6.2.

5. Enable .NET Framework and XAML in the Internet zone (custom level of Internet Options-Security).



Internet Connectivity loss.

With limited connectivity a user may be able to access the site and even partially login. At the point the .net file is handled the download fails but sends a response to the server the file is being handled. This message will display when a zero length .net framework file is executed.

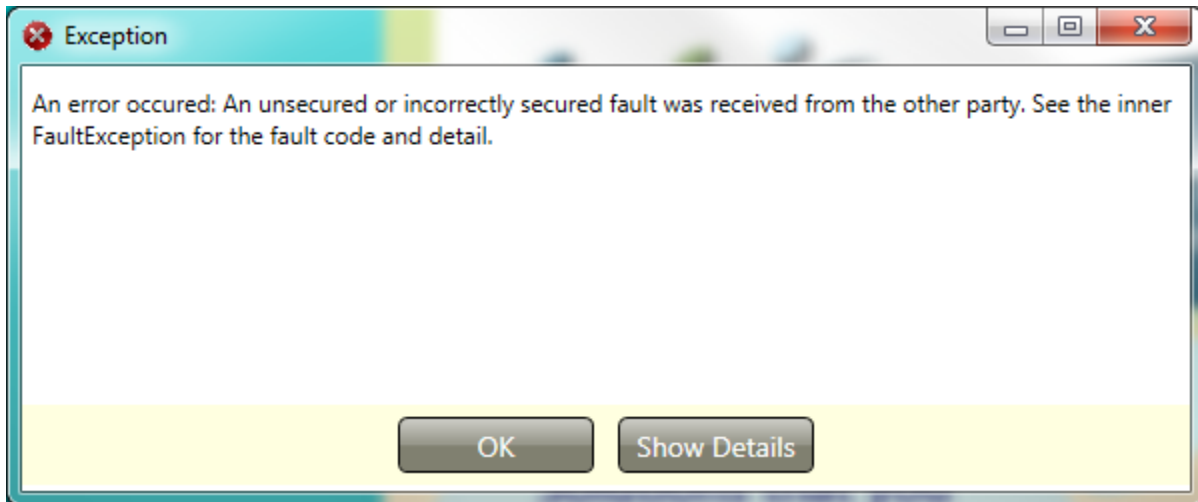


FIX:

1. Check internet connection.

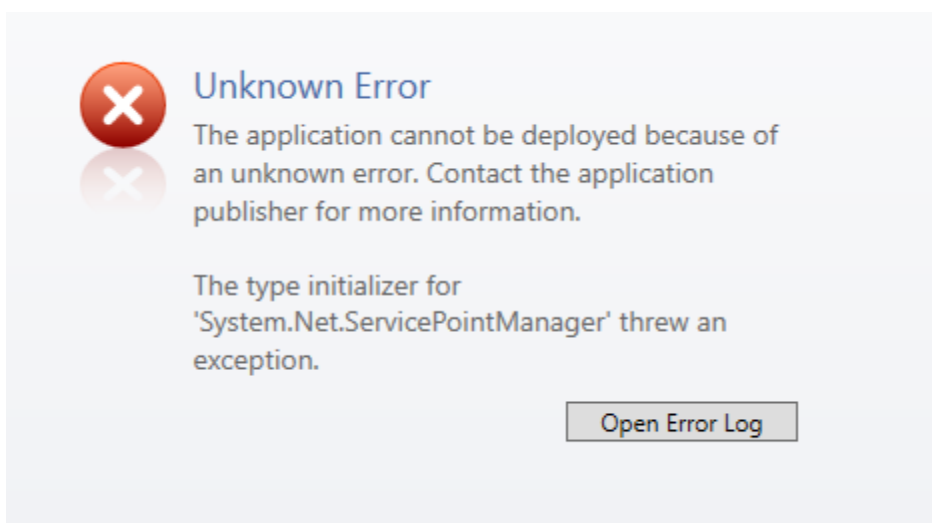
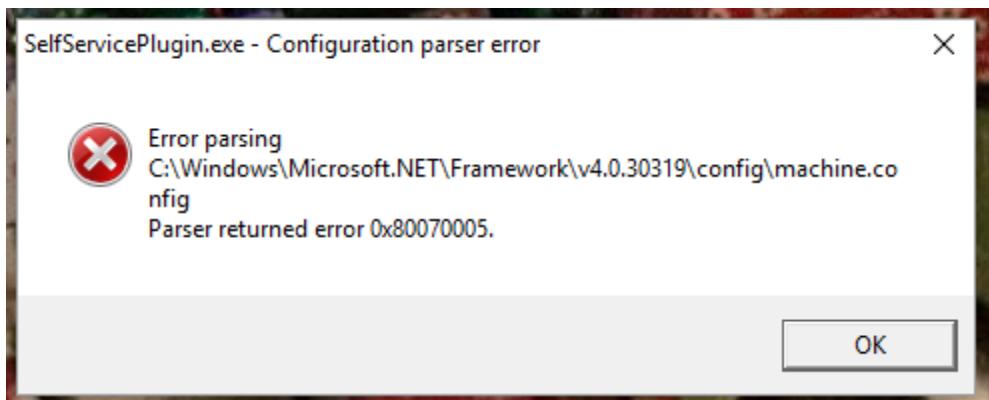
Logging in with incorrect time.

The user's clock with need to match the time on the server to communicate and time stamp processes correctly. If the clock does not match this error will appear, more common on laptops with battery issues.

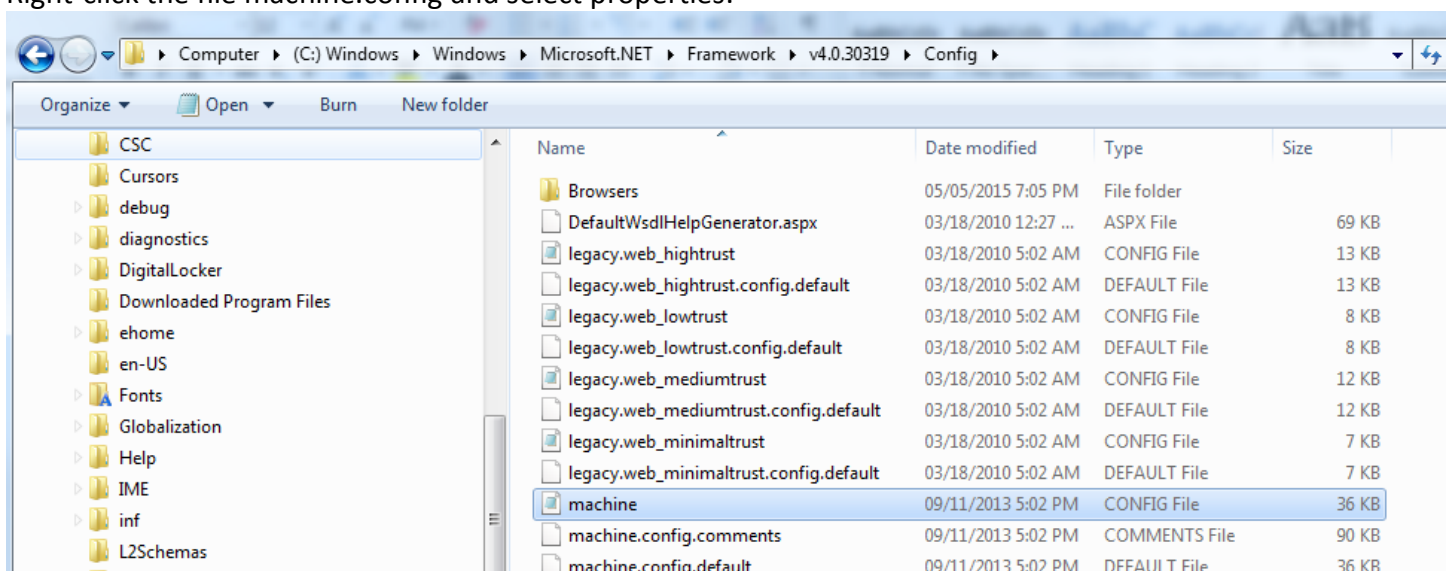


FIX: Correct time set on clock or change to internet time.

Configuration Parsing Error.

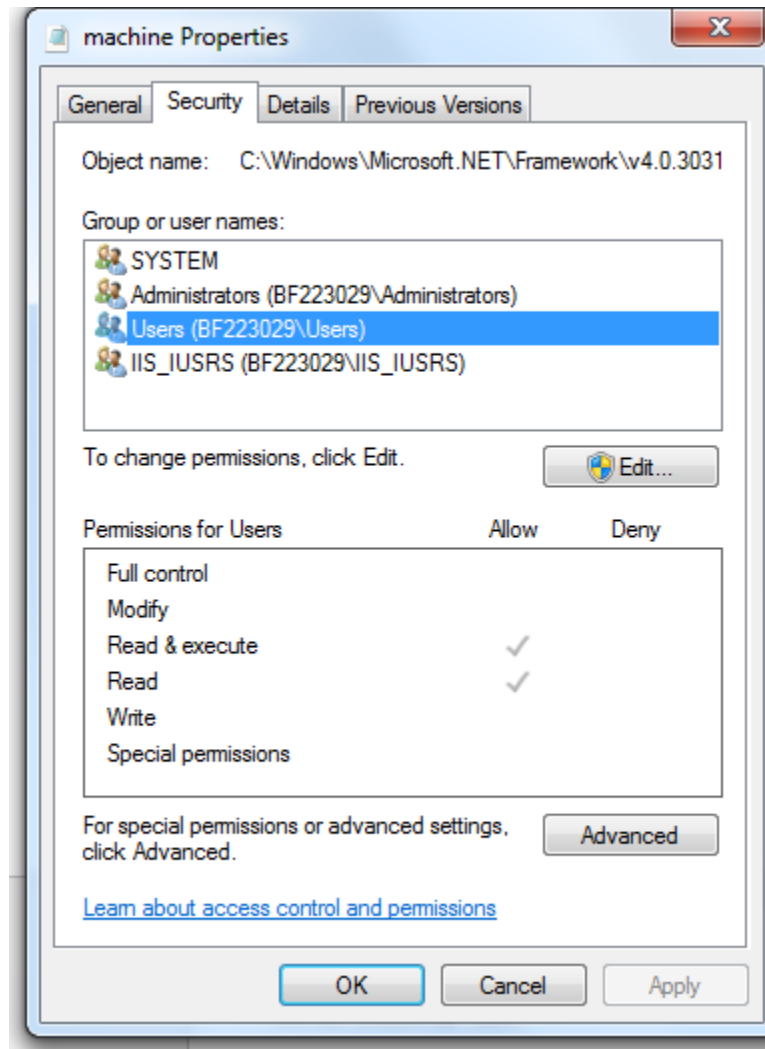


Go to the C:\Windows\Microsoft.NET\Framework\v4.0.30319\Config folder\ with Windows Explorer. Right-click the file machine.config and select properties.



Go to "Security" tab.

Add the users or the user group to the list and add read & execute and read. Remove deny read if it is checked. If there is still an issue, you may want to add write.



.Net 4.5 and later user the same folder (they are in-place upgrade).